



Welcome to Nebraska Total Care

Better Health Outcomes, Lower Costs.™



Presentation Outline

- Company Overview
- Contracting and Credentialing
- Provider Relations
- Website and Secure Portal Tools
- Medical Management
- Utilization Management
- Questions



Overview of Nebraska Total Care

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Overview of Nebraska Total Care

- Nebraska Total Care is a Managed Care Organization (MCO) that provides health insurance to Nebraska residents enrolled in the TANF, CHIP, ABD (duals & non-duals).
- Local presence is backed by a nationally recognized MCO: Centene Corporation.
- Expertise in serving low-income populations.
- Providing benefit coverage in all 93 counties.
- Will have over 200 employees located in Omaha, Lincoln, and Scottsbluff.



Overview of Nebraska Total Care

Nebraska Total Care covers, at a minimum, those core benefits and services specified in our Agreement with Nebraska DHHS and defined in the, administrative rules, and Department policies and procedure handbook.

All services are subject to benefit coverage, limitations, and exclusions as described in applicable plan coverage guidelines.

All Out of Network (Non-Par) services require prior authorization, excluding family planning, emergency room, and table top x-ray.

Use the *Pre-Auth Required?* Tool at NebraskaTotalCare.com to quickly determine if a specific service requires authorization.



Our Approach and Goals

Our overarching goal is to help each and every Nebraska Total Care member achieve the highest possible levels of wellness, functioning, and quality of life, while demonstrating positive clinical results.

Integrated care

- Strong support for the integration of both physical and behavioral health services
- Assisting members in achieving optimum health, functional capability, and quality of life

Coordination of Care

- Assist members with locating a Provider
- Coordinate requests for out-of-network providers by determining need/access issues involved

Continuity of Care

- Continuity of personal relationships, recognizing that an ongoing relationship between patients and providers is the foundation that connects care over time and bridges discontinuous events
- Continuity of clinical management



Contracting and Credentialing

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Contracting



Contents of Provider Contracting Packet:

- Welcome letter
- Participating Provider Agreement
- Marketing pieces
- Provider Data Form
- Disclosure of Ownership Form

Contracting



Any willing provider – robust network and best possible access

Components of agreement:

- Standard language
- State-mandated language
- Rate exhibit(s)
- Delegated credentialing agreement (DCA)

Contracting



CAQH – Council on Affordable Quality
Healthcare

CAQH, a non-profit alliance, creating shared initiatives to streamline the business of healthcare providers.

E-mail: providerhelp@ProView.CAQH.org

Phone: (888) 599-1771

Contracting



CAQH is accepted by NTC, but attestation must have been completed by provider within the last 6 months:

- All provider information current
- All current documents uploaded

Credentiaing



Typical Credentiaing Elements for a Practitioner

- Application
- Attestation
- Hospital Privileges
- Work History
- Licensure
- Board Certification
- Education
- Sanctions Checking
- Malpractice Settlements
- Liability Coverage
- DEA Certificate
- CLIA Certificate

The collage displays several key credentialing documents:

- Provider Application:** A form for submitting a provider's application, including fields for name, address, and contact information.
- KSBHA Search:** A search result page for the Missouri Division of Professional Regulation, listing providers like Jay Wilson, Governor.
- ABMS Board Certification Credentials Profile:** A detailed profile for a provider, including their primary source, license information, and contact details.
- EPLS (Excluded Parties List System):** A document used for checking if a provider is on any exclusion lists.
- Missouri Department of Health and Senior Services:** A document related to state health regulations and services.
- Office of Inspector General:** A document from the Missouri Office of Inspector General, likely related to compliance or audit.
- DataBank:** A document from the National Practitioner Data Bank, used for checking malpractice history.
- NPPEs (National Practitioner Performance Evaluation System):** A document from the NPPE system, used for evaluating provider performance.

Credentialing



Typical Credentialing Elements for an Organization

- Application
- Attestation
- Proof of Accreditation or CMS Audit
- Liability Coverage
- Sanctions Checking
- Licensure
- CLIA Certificate
- DEA/CSR Certificate

The collage displays several key credentialing documents:

- Granite State Health Plan Facility Credentialing Application:** Includes instructions and a checklist of required documents such as accreditation, CMS audit, liability coverage, and licensure.
- HealthSouth Rehabilitation Hospital Concord, NH:** Shows facility information and a 'REVIEWED' stamp.
- CLIA Laboratory Demographic Information Report:** A report from the Centers for Medicare & Medicaid Services (CMS) regarding laboratory accreditation.
- ACORD Certificate of Liability Insurance:** A document from ACORD providing details on liability coverage for the organization.
- Massachusetts License:** A license issued by the Commonwealth of Massachusetts Department of Public Health to SunBridge Healthcare, LLC for the maintenance of a Spring Valley Center. The license is valid until November 30, 2014.



Contracting and Credentialing Contact Information

Phone: 1-855-688-6589

Email: networkmanagement@nebraskatotalcare.com

Fax at 1-844-536-2997



Provider Relations

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Nebraska Total Care's Member/Provider Services department includes trained Provider Relations staff who are available to respond quickly and efficiently to all provider inquiries or requests including, but not limited to:

- Credentialing/Network Status
- Claims
- Request for adding/deleting physicians to an existing group

By calling **Nebraska Total Care's** Member/Provider Services number at 1-844-385-2192*, providers will be able to access real-time assistance for all their service needs.

*This number is not yet functional but will be active when the plan goes live. In the meantime, providers can call 1-855-688-6589 with any questions about Contracting and Credentialing.



Each provider will have a **Nebraska Total Care's** Provider Network Specialists assigned to them. This team serves as the primary liaison between the Plan and our provider network and is responsible for:

- Provider Education
- HEDIS/Care Gap Reviews
- Financial Analysis
- Assisting Providers with EHR Utilization
- Demographic Information Update
- Initiate credentialing of a new practitioner
- Facilitate to inquiries related to administrative policies, procedures, and operational issues
- Monitor performance patterns
- Contract clarification
- Membership/Provider roster questions
- Assist in Provider Portal registration and Payspan

Website and Secure Portal Tools





Web-Based Tools

Web-Based Tools

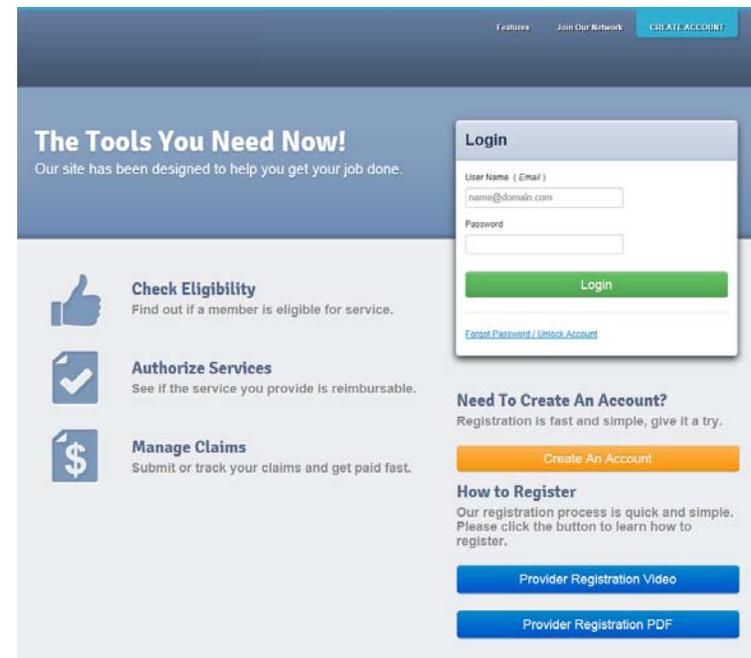
- Public site at **www.nebraskatotalcare.com**
 - Provider Information for Medical Services
 - Provider Manual and Billing Manual
 - Prior Authorization Code Checker
 - Operational forms such as Prior Authorization Forms, Notification of Pregnancy forms etc...
 - Clinical Practice Guidelines
 - Provider Newsletters and Announcements
 - Plan News
 - Find a Provider
- Nebraska Total Care is committed to enhancing our web-based tools and technology; Provider suggestions are always welcome.
- Contact Provider Services at 1-844-385-2192*

*This number is not yet functional but will be active when the plan goes live. In the meantime, providers can call 1-855-688-6589 with any questions about Contracting and Credentialing.

Secure Provider Portal

- **Secure Provider Portal:**
 - Member Eligibility & Patient Listings
 - Health Records & Care Gaps
 - Authorizations
 - Claims Submissions & Status
 - Corrected Claims & Adjustments
 - Payments History
 - Monthly PCP Cost Reports

**Registration is free and easy,
contact your Provider Network
Specialist to get started!!!**



The screenshot displays the Secure Provider Portal interface. At the top right, there are links for 'Features', 'Join Our Network', and 'CREATE ACCOUNT'. The main heading is 'The Tools You Need Now!' with the subtext 'Our site has been designed to help you get your job done.' Below this, there are three main service areas: 'Check Eligibility' (with a thumbs up icon), 'Authorize Services' (with a checkmark icon), and 'Manage Claims' (with a dollar sign icon). On the right side, there is a 'Login' form with fields for 'User Name (Email)' (containing 'name@domain.com') and 'Password', a green 'Login' button, and a link for 'Forgot Password / Unlock Account'. Below the login form, there is a section titled 'Need To Create An Account?' with the text 'Registration is fast and simple, give it a try.' and an orange 'Create An Account' button. At the bottom right, there is a 'How to Register' section with the text 'Our registration process is quick and simple. Please click the button to learn how to register.' and two blue buttons: 'Provider Registration Video' and 'Provider Registration PDF'.



Secure Provider Portal

- Provider reports available on **Nebraska Total Care's** secure provider web portal are generated on a monthly basis and can be exported into a PDF or Excel format.

Provider Reports include:

- Patient List with HEDIS Care Gaps
- Emergency Room Utilization
- Rx Claims Report
- High Cost Claims



Medical Management

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Medical Management



- Utilization Management
 - Prior Authorizations
 - Concurrent Review
- Member Connections
- Quality
- Member Education

Utilization Management

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Utilization Management

Prior Authorization Requests

- Telephonic
- Fax
- Provider Portal

Questions/Comments?

Contracting/Credentialing Phone Number:

Phone: 1-855-688-6589

Thank You!